

NAVSUP Fleet and Industrial Supply Center - Norfolk, Virginia **Supply Chest**

December 12, 2003

Ready - Resourceful - Responsive!

Vol. 55 No. 15

Independent Duty Postal Clerk course debuts in Norfolk



Flanked by their instructors, proud graduates pose for a class photo. pictured left to right are PCCS(SW) Sidney Davis, Center for Service Support, Athens, Ga.; PC1(SW) Shane Estes, USS Carr; FISC Norfolk Executive Officer Capt. Robert Bjelland; PC3 Raymond Mayo, USS Nassau; PC3 Samuel Kern, USS Theodore Roosevelt; PC2(SW/AW) Louis Mercado, USS Hawes; SK2(SW) Darrell Allen, USS Mitscher; PC3(SW) Xavier Harvey, USS Saipan; and PCC(SW) James Floyd, Postal Clerk A School. The students were the first graduates of the brand new Independent Duty Postal Clerk course. The two-week course is now part of the regular Postal Clerk curriculum. Within the next year, the course will be offered six times per year - three on the East Coast and three on the West Coast.

An important addition has been made to the training curriculum for Navy Postal Clerks, and FISC Norfolk's Regional Navy Mail Center hosted the inaugural class. The first graduating class of the two-week Independent Duty Postal Clerk iCi school was the culmination of more than a year of planning and hard work by senior members of the Navy postal community.

There was definitely a training deficiency for postal clerks out in the fleet, said PCCS(SW) Sidney Dawson. This course will help our postal clerks provide better service to our Sailors, Dawson, was one of three primary instructors for the two week course. He is from the Center for Service Support in Athens, Ga. The other two instructors, PCC(SW) Kenneth Young and PCC(SW) James Floyd, are both instructors at the Postal School at the Interservice Postal Training Activity, Fort Jackson, S.C.

They explained that because Sailors are not required to complete the basic Postal Operations Course, or iAi school in order to become a rated postal clerk, some Sailors currently serving as postal clerks could benefit greatly from this new course. It all depends on how much OJT (on-the-job-training) they received, said Floyd. Some Sailors have a great mentor to work with and get

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Why is this woman smiling? Go to page 5 to find out.

From the Commanding Officer ... Corporate Climate Survey

FISC Norfolk teammates,

Employee Opinion or Corporate Climate Surveys measure employee issues, which include anything from performance management to perceptions of workplace safety. These types of surveys measure concerns or problems that are organization wide. Certainly an organization's productivity may be enhanced or hampered by the attitudes of its employees. Customer satisfaction is also linked to employee satisfaction. Corporate Surveys help identify the roadblocks holding back an organization from its full potential, and show us how to leverage the talents of our workforce. These surveys show the strengths and deficiencies of an organization.

The NAVSUP electronic Corporate Climate Survey re-deployed on Monday, December 8, 2003 and will end on Friday, January 9, 2004. In today's ever-changing environment it is important to assess our organizations and realize the value of employee assessment surveys to create a work environment that is pleasant, and motivates employees to be committed and effective performers.

There are normally 15 aspects of an organization's work climate. A Corporate Climate Survey is a comprehensive survey tool that should assesses all 15. They include:

Σ Role-Clarity Assessment: Employee clearly understands their job duties and their role within the organization.

Σ Employee/Management Relations Assessment: Employee relationships with man-

agement are based on trust, cooperation, open communication, and employees believe management is effective.

Σ Respect Assessment: Employees value and feel values by their co-workers and the organization.

Σ Communication Assessment: Important information is communicated effectively, and employee believes they have a voice in the organization.

Σ Performance/Reward System Assessment: Employee performance is fairly evaluated, and they are adequately rewarded for their contributions.

Σ Career Development Assessment: Employee is provided with adequate training/development opportunities to improve their professional skills.

Σ Decision-Making/Coordination Assessment: Decision-making, delegation, and coordination are effective. Innovation: Work methods are innovative and employees are encouraged to be creative and express new ideas.

Σ Relationships Assessment: Employee and customer needs are valued by the organization.

Σ Teamwork/Support Assessment: Employee is encouraged to be a team player and is provided the support needed to perform effectively.

Σ Quality of Service Assessment: Employee is proud of the quality of service provided by their work team and the organization.

Σ Conflict Management Assessment: Conflicts are handled openly and fairly and



Capt. L. V. Heckelman

innovative ways of preventing conflicts are used throughout the organization.

Σ Morale Assessment: Employee is motivated to perform well and morale is high.

Σ Direction/Strategy Assessment: Employee understands the direction the organization is headed and the organization's vision and goals.

The current NAVSUP Corporate Climate Survey was originally deployed in July of this year and subsequently taken off-line due to technical issues and concerns. The Navy Supply Information Support Activity (NAVSISA) has corrected the IT problems that were experienced and the survey has

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Supply Chest

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Survey from previous page

been redeployed and is now available through Jan. 9 as stated above.

I encourage everyone to take the survey electronically from home, work, or any other location with computer access. Employees are asked to respond based on their work experience and observations from the last TWO years. Paper-based copies of the survey will be available for those without computer access. Please contact your supervisor and/or department director if you need to take a paper-based survey. If you have access to the internet, go to <https://navsupsurveys.jax.disa.mil>. Carefully read the instructions and complete the survey at your earliest convenience.

The last time we successfully administered the survey was two years ago and the response rate here at FISC Norfolk was very high... nearly 80% of our workforce responded. We'd like to get an even higher response rate this time so please encourage all your co-workers to take the survey. I firmly believe we can get everyone to respond if we do a good job communicating the importance of this survey to everyone. This is an avenue for each and every member of the FISC Norfolk team to make a difference. Your opinion counts and your voice can be heard. There were a number of good issues raised in the last round of the survey and we took a lot of action to implement requests for improvements to the quality of work environment here at FISC. We'd like to have your input again so that we can continue to make FISC Norfolk a better place to be and work. Thank you all very much for participating in the survey and for your good work each and every day in support of our customers.

R. V. Heckelman



myPay customers warned against look-alike sites

The two million military and civilian users of myPay are being cautioned to use only the official myPay site (mypay.dfas.mil) when seeking to access pay account information.



Personal information is valuable and should be safeguarded, said Claudia L. Bogard, director of corporate communications for the Defense Finance and Accounting Service. Don't provide your personal information to any Web site unless you know it can be trusted.

Look-alike sites have recently frustrated myPay customers who have been confused by accidentally finding their way to a commercial site that is in no way affiliated with DFAS or the Department of Defense.

DFAS's myPay is a secure, DFAS-operated Web site that lets active duty, National Guard and Reserve military members, civilian employees, and military retirees and annuitants take charge of their pay accounts online. The DFAS myPay Web site is found at mypay.dfas.mil/



Lt.j.g. Louise Nellums administers a flu shot to EM1 Rob Crabtree. The shots were offered to all active-duty and retirees in Building W-143 on Dec. 3. More than 40 Sailors and retirees took advantage of the opportunity. Unfortunately, that was the only day they will be offered at FISC Norfolk. Many thanks to the folks from Sewells Point Clinic who came out with the vaccine.

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a good working knowledge of what is expected of them. Others get barely enough OJT to get by. This course will help fill-in those gaps. Graduates of this course will have all of the latest information they need to be successful as an independent-duty PC, explained Young. He added that the new course also teaches the students how to develop their networking skills, and provides them with points of contact when they need information fast.

The new course is also helpful for students like PC2 Stacy Barnette, who has served in a

security billet at her current duty station. I've been working out of the postal community for the past two years, so this is a great opportunity for me before I move on to my next duty station, she explained.

The course consists of 11 modules and, according to Dawson, is still being tweaked. Students filled-out critiques after each module, he explained. We're using their feedback to finalize the course curriculum. Dawson added that the goal is to offer the course six times per year - three on the East Coast and three on the West Coast.

The Many Faces of Security

ñ Electronic Security

By Bobby Whittington, Security Director

The FISC security staff is supported with various security aids, such as keys and locks, chain-link fencing, restricted area signs, etc., but our more sophisticated security ally is our Electronic Security System (ESS). OPNAVINST 5530.14C, Physical Security, states that the purpose of an ESS is to permit a more economical and efficient use of security personnel and provide additional controls at critical areas or points. The ESS enhances the security force's capability to detect and defeat intruders as well as providing the earliest practical warning of attempted penetrations of protected areas and provide surveillance for covert actions.



Gene Reuber

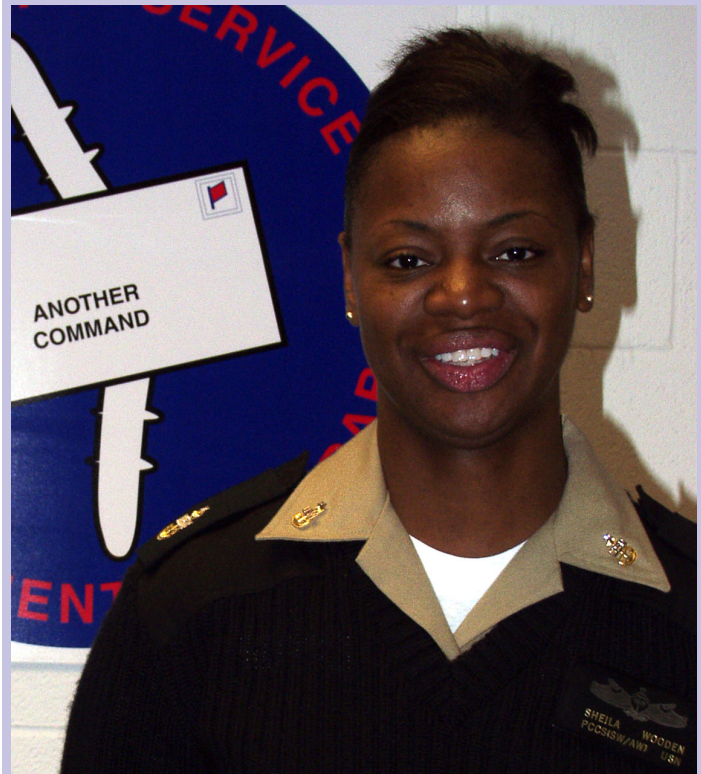
Our particular system is made up of three components: Intrusion Detection System (IDS), Closed Circuit Television (CCTV) and electronic access control. We'll take a look at each of these subsystems. Mr. Gene Reuber (aka Mr. Wizard) oversees our command's ESS. He provides the daily management and testing of our system.

IDS: An IDS is designed to detect, not prevent, actual or attempted penetrations of a critical area. Our IDS alarm points are installed at some of our restricted areas, various doorways leading into sensitive areas, motion sensors inside selected areas, and as duress alarms for key personnel within the command. We use data/signal transmissions to link the sensors with our control and monitoring consoles. All of our sensor points are monitored at our W-143 lobby console and also within Mr. Reuber's office. Base police headquarters also monitors some of our alarm points. The base police will respond to any alarms if whether received directly on their control panel or from our lobby personnel via direct phone line hookup. Our IDS is equipped with emergency backup power (in case of a commercial electrical power failure) and anti-tamper devices are installed in various components. Our electronic Keywatcher boxes, which we use to house, issue and receive security keys are properly programmed and protected by our ESS. Mr. Reuber performs monthly inspections and tests of each sensor point to ensure they are functioning properly.

CCTV: The command has CCTV cameras installed in various locations within W-143 and in some outlying command buildings. These cameras provide clear and concise pictures to our security office and to our W-143 lobby console. Some of our cameras are internal to buildings, watching doorways, etc. Others are mounted on the outside of the building. The latter allow us to monitor activities in our parking lots and around the perimeters of our buildings. The interior cameras are not focused on work locations to watch personnel, but are installed to observe passageways, elevators and stairwells. The majority of our outdoor cameras have zoom, pan and tilt capabilities, which we can use to help us identify a suspi-

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Welcome Aboard!



FISC Norfolk recently welcomed aboard PCCS(SW/AW) Sheila Wooden. The 18-year Navy veteran just completed a tour aboard USS Enterprise (CVN 65). She is assigned as the leading chief petty officer in the Mail Center and is also the fleet postal advisor.



Carl Ramsay has reported aboard as the Director, Industrial Division, FISC Code 200 at our NNSY Annex. This is not his first time at FISC, having begun his civil service career in the Acquisition Department. He was also an Army contracting officer for 13 years, and is retired from the Army Reserve.

First-ever Pumpkin Utilization Exhibition Winners announced

Congratulations to everyone who participated in the first-ever Pumpkin Utilization Exhibition, sponsored by the Food Service and Welfare Recreation Association (FS&WRA). Pictured below are photos of the top two entries, along with instructions on how you can prepare them in your home - enjoy. Prizes were awarded for first, second and third place. Third place was awarded to Sharon Knowles for her pumpkin chiffon cake with maple pecan frosting.

1st Place - Corliss Dunston (\$100)

Autumn Pumpkin Pudding

Ingredients:

- 1 c. pumpkin puree
- 1 c. milk
- 1 egg
- 1 egg white
- 1/2 c. apple butter
- 1 tsp. vanilla
- 1/2 tsp cinnamon or cinnamon sugar
- 1 pk. instant pudding
- 1 pk. strawberries
- 1pk. whipped cream

Prepare the instant pudding. Heat milk until hot (not boiling). Mix pumpkin, egg, egg white, apple butter, vanilla, and cinnamon. Add milk and mix well. Pour mixture into-baking dish. Bake at 350 for 10 minutes. Add the instant pudding to the mixture. With a whip, electric mixer or rotary beater, beat at slow speed until well blended, 1 to 2 minutes. Pour into dishes. Top with whipped cream and strawberries. Store in the refrigerator. Makes 6 servings.



2nd Place - Julie Heller (\$75)

Pumpkin Cake with Cream Cheese Glaze From Cooking Light Annual Recipes 2003

Cake:

- 1 1/2 cups granulated sugar
 - 1/2 cup butter, softened
 - 3/4 cup egg substitute
 - 1 teaspoon vanilla extract
 - 1 (15-ounce) can pumpkin
 - 3 cups sifted cake flour
 - 1 teaspoon baking powder
 - 1 teaspoon baking soda
 - 1 teaspoon ground cinnamon
 - 1/2 teaspoon salt
 - 1/4 teaspoon ground ginger
 - 1/4 teaspoon ground nutmeg
- Cooking spray

Glaze:

- 1/2 cup powdered sugar
- 1/2 cup (4 ounces) 1/3-less-fat cream cheese, softened
- 1/2 teaspoon vanilla extract
- 3 tablespoons fresh orange juice

Garnish:

Fresh orange sections (optional)

1. Preheat oven to 350 degrees.
2. To prepare cake, place granulated sugar and butter in a large bowl; beat with a mixer at medium speed until well blended (about



5 minutes). Add egg substitute, 1/4 cup at a time, beating well after each addition. Beat in 1 teaspoon vanilla and pumpkin.

3. Combine flour and next 6 ingredients, stirring well with a whisk. Fold flour mixture into pumpkin mixture.

4. Spoon batter into a 10-inch tube pan coated with cooking spray. Bake at 350 degrees for 55 minutes or until a wooden pick inserted in cake comes out clean. (You can also bake the cake in a Bundt pan, but reduce the oven temperature to 325 degrees.) Cool in pan 10 minutes on a wire rack. Remove from pan; place on wire rack.

5. To prepare glaze, place powdered sugar and cream cheese in a bowl; beat with a mixer at medium speed until well blended. Beat in 1/2 teaspoon vanilla. Add orange juice, 1 tablespoon at a time, beating well after each addition. Drizzle glaze over warm cake. Cool completely on wire rack. Garnish with orange section, if desired. Yield: 16 servings (serving size: 1 slice).

Nutritional Info: Calories 236 (29% from fat); Fat 7.5g (sat 4.6g, mono 1.7g, poly 0.3g); Protein 3.9g; Carb 38.8g; Fiber 1.5g; Chol 21 mg; Iron 1.8mg; Sodium 295mg; Calc 41mg

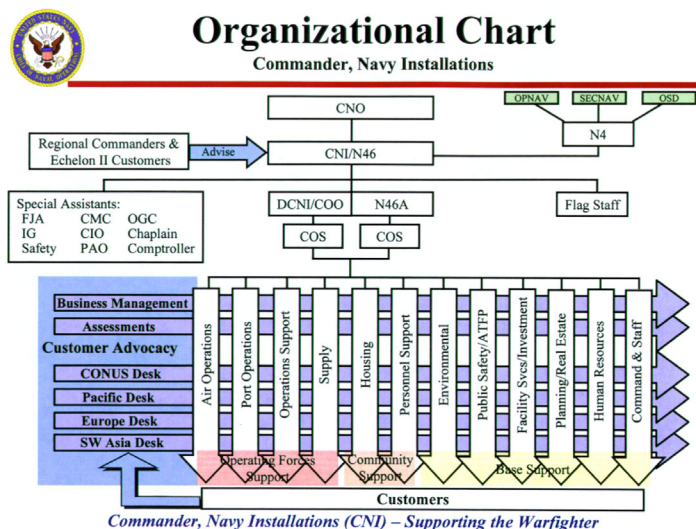
CNI streamlines Navy organizational alignment

One of the Chief of Naval Operations (CNO) top five priorities upon taking office was a commitment to improve Navy-wide alignment. Since 1997, the Navy has addressed improved shore installation effectiveness by regionalizing and reducing the number of installation management claimants from 18 to 8. In 2000, the Navy began to assess the value of further installation management claimant reductions while using integrated process teams to identify best business practices, set Navy-wide standards-of-service, develop metrics and link these standards and metrics to requirements and fleet readiness.

A new command entitled Commander, Navy Installations (CNI), reporting directly to CNO as an echelon II commander, stood up effective October 1, 2003 at the Naval District Washington Anacostia Annex in Washington, D.C. and will move the Navy closer to the CNO's goal of Navy-wide alignment.

The Navy will continue fleet and organizational alignment through consolidation of the existing installation management claimants (IMC) into this new single entity. Commander, Navy Installations will be a singly focused installation management organization with core responsibility to provide unified program, policy and funding to manage and oversee shore installation support to the fleet. It will be the budget submitting office (BSO) for installation support and the OPNAV point-of-contact for installation policy and program execution oversight. Regional commanders will report for primary duty and operational control to the respective NAVFORS (COMLANTFLT, COMPACFLT, COMUSNAVEUR, COMUSNAVCENT) and will coordinate with other echelon II commands as appropriate for mission support. Regional commanders will go to CNI for installation support funding and standardization of process/policies. Commander Atlantic Fleet, Commander Pacific Fleet, Commander Navy Europe, Commander Naval Reserve Force (RESFOR), Naval Sea Systems Command (NAVSEA), Naval Education and Training Command (NETC), Fleet Support Activity (FSA) and Naval Air Systems Command (NAVAIR) will transfer their installation support responsibilities to Commander, Navy Installations.

FISC Norfolk is impacted by the stand-up of CNI in that several installations are realigning to the Mid-Atlantic region and transfer-



ring some of the Base Operating Support (BOS) supply functions to the Program Manager, Supply/Logistics for Commander, Navy Region Mid-Atlantic. Additionally, as the NAVSUP enterprise Assistant Chief of Staff for Regional Commander Support, Rear Adm. Kowba will serve as the interface for BOS to CNI and OPNAV N46 and will coordinate support to all Regional Commanders via the respective geographically co-located FISC commanding officer.

Some reductions in personnel are expected by these changes. There will be no degradation of facilities or services as a result of this change. In most cases, the impact will be invisible at the base level. There will be command links developed to ensure the local senior officer remains involved with the services provided at their installations. There is no change to flag officer status in the impacted areas due to this change. The CNO is evaluating how the transfer will be enacted. Critical steps include drafting implementation guidance, determining appropriate funding transfers and defining personnel impacts. This will result in a more focused, leaner organization and improved services to the fleet.

For more information, you can read about CNI and its mission at www.cni.navy.mil.



One dog or two?

Brig. Gen. Kathleen Gainey, Commander, Defense Distribution Center, New Cumberland, Penn., serves hot dogs with DDNV's Patrina Dew. The hot dog sale was one in a series of sales that DDNV has held to benefit the Combined Federal Campaign fundraising drive. She wasn't in town just to sell hot dogs though. She also toured DDNV spaces and spoke at a DDNV town hall meeting. Prior to the town hall meeting, she presented several quarterly awards to DDNV employees.

Bravo Zulu - DDNV People of the Quarter



DDNV's Work Team of the Quarter is from Code P. They are (left to right) James Giltrap, George Lane, and Ronell Michaels.



Carol Smith, Code P, is the DDNV White Collar Employee of the Quarter.



Willie Bronson, X-Division, is the DDNV Blue Collar Employee of the Quarter.



Earl Fuller, Code P, is the DDNV Supervisor of the Quarter.

Length of Service Awards

Congratulations to the following employees for reaching milestones in government service. Their number of years served appears next to their name.

Shirley D. Burnett	20	Darlene Knight	20
David C. Zareczny	20	Pamela J. Fox	20
Linda D. Gray	20	Jennie L. Jacks	20
Marvin V. Peralta	20	Dallas E. Stamper	20
Douglas R. Ernest	20		

Morris J. Champion	25	Beverly A. Myers	25
Mary R. Yeatts	25	Terry L. Bledsoe	25
Brenda J. Harley	25		

Larry Anthony	30	Anthony J. Harris	30
Alphonso B. Walker	30	Yvonne Cook	30
Lovato F. Ahmad	30	Pamela D. Harris	30
Claudie Mae Manley	30	Harold L. Wynn	30
Leon Jeffries	30		

USNS Supply sends thanks

Once again the professionals of the FISC Norfolk/DDNV team have provided USNS Supply with a superb loadout on Nov. 17-18. Special thanks to the Ocean Terminal team of Steve Fisher, Rufus Strother, Clarence King, Charles McGill and Michael Higgins. Thanks also to SKCM Reed of SURFLANT, and Al Ford and Rona Henry of FISC Norfolk. Your efforts ensured required material availability. By your efforts USNS Supply stands fully ready to support the warriors of the George Washington Carrier Strike Group and provide supply - on demand!

Security from page 4

cious person, vehicle or even read a license plate. The pictures from our cameras are recorded 24/7 and retained for a specific period of time before being rerecorded over.

Access Control: Access control cards and readers are used at various locations within the command to limit access to these areas to certain personnel, within designated time limitations. An employee's access card may be programmed to allow him/her access into a certain area only between the hours of 0800-1630, Monday through Friday, while another employee may need access 24/7. Cards are issued by the security office as requested and justified by department directors. These cards cost considerably more than our regular, unprogrammed badges. The majority of our work force doesn't need these proximity cards and are issued a standard badge.

While Mr. Reuber is our first responder to an ESS problem, we also have a maintenance agreement with an electronic security company, which will dispatch a technician when notified. Our electronic security system is a great asset to our overall security program and greatly enhances our capability to protect our command assets. For obvious reasons, we are reluctant to provide specific information concerning locations or too much information concerning our ESS program; however, we will attempt to answer any questions concerning this security discipline. Questions may be directed to Mr. Reuber via email or at 443-1500. And, remember to smile for the cameras as you pass by!

Presenting ... CAPTAIN Bob Carter



Code 100 Director Capt. Bob Carter was all smiles as his wife Ruth affixed his new shoulder boards. His promotion ceremony was officiated by FISC Norfolk Commanding Officer Capt. L. V. Heckelman. Capt. Heckelman also promoted Capt. Carter to the rank of Commander, when they were both stationed aboard USS Abraham Lincoln (CVN 72).

The Food Services & Welfare and Recreation Board will host the annual holiday celebration in the mall on Thursday, Dec. 18, from 11:30 - 1:00 p.m. The departmental caroling contest will be held in addition to the announcement of winners for the Decorating Contest.

If you would like to enter the decorating contest, please submit your division name, code, and contact information to Larry Ellis. Categories for the decorating contest include Best Theme, Most Traditional, Most Inspirational, Most Original, and Best Tree.

